

# Contact Information

For all your benefit questions, call...

## OneCall Service Center

PO Box 2115  
104 Union Valley Road, MS-8258  
Oak Ridge, TN 37831-2115  
Call: 574-1500 or toll-free 1-877-861-2255  
Fax: 1-865-241-0531

Medical - Option 1 Point-of-Service	CIGNA	Oak Ridge Network participants call: 1-800-832-3211; Monday – Friday (8 a.m. to 5 p.m., Eastern Time)
		Washington DC Network participants call: 1-800-832-3211; Monday – Friday (8 a.m. to 5 p.m., Eastern Time)
		Filing a claim for the CIGNA POS in the Oak Ridge/Knoxville Area CIGNA HealthCare Service Center P.O. Box 49900 Atlanta, GA 30359
		Filing a claim for the CIGNA POS in the MD/Washington DC Area CIGNA HealthCare Service Center P.O. Box 31552 Charlotte, NC 28231-1552
		Provider Directory URL's For PHP: <a href="http://provider.healthcare.cigna.com/default.asp?employer=2523169">http://provider.healthcare.cigna.com/default.asp?employer=2523169</a> For all other networks: <a href="http://www.cigna.com">www.cigna.com</a>
Medical - Option 2 Point-of-Service Plan	CIGNA (formerly Healthsource)	CIGNA Member Service 1-800-515-7378
		CIGNA Mental Health and Substance Abuse (CIGNA Behavioral Health) 1-800-938-4489
		CIGNA Prescription Drugs (TelDrug) 1-800-835-3784
		To file a claim CIGNA P.O. Box 182547 Chattanooga, TN 37422-7547 (Group Number can be found on your ID Card)



# Contact Information (cont'd.)

<b>Medical Indemnity Plan</b>	CIGNA	<b>Member Services</b> For questions on eligibility, plan benefits or claims, call: 1-800-628-3996
		<b>Filing a claim for the Indemnity Plan</b> CIGNA HealthCare Service Center P.O. Box 29100 Atlanta, GA 30359
<b>Hospital Precertification</b> (for the CIGNA Indemnity Plan)	Intracorp	1-800-633-9900
<b>Mental Health and Alcohol/Drug Abuse treatment</b> (for the CIGNA POS Plans in Washington DC and Crossville)	CIGNA Behavioral Health	<b>Crossville network</b> 1-800-628-6619
		<b>Washington DC network</b> 1-800-274-7603
		<b>CIGNA Option 2</b> 1-800-938-4489
<b>Prescription Drugs</b> (for employees enrolled in the CIGNA Option 1 or the Indemnity Plan)	Merck-Medco	<b>To mail new prescriptions</b> Merck-Medco RX Services P.O. Box 68385 Harrisburg, PA 17106-8385
		<b>For questions about prescription drugs</b> 1-800-685-8869
		<b>To order On-line</b> <a href="http://www.merckmedco.com">www.merckmedco.com</a>
		<b>For the automated refill system</b> 1-800-473-3455
		<b>To fax your prescription</b> 1-888-327-9791
<b>Vision</b> (for employees enrolled in the CIGNA Option 1 or the Indemnity Plan)	Vision Service Plan	<b>Mailing Address</b> Vision Service Plan Attn: Out-of-Network Provider Claims P.O. Box 997100 Sacramento, CA 95899-7100
		<b>Toll-Free Number</b> 1-800-877-7195
		<b>Website</b> <a href="http://www.vsp.com">www.vsp.com</a>

# Contact Information (cont'd.)

Dental	MetLife	Member Services 1-800-942-0854
		To file a claim, send your claim to: MetLife Group Dental Claims P.O. Box 14093 Lexington, KY 40512-4093
Employee Assistance Program (EAP)	Knoxville, Oak Ridge, and Washington DC	Toll-Free Phone Number 1-800-888-2273
Flexible Spending Accounts	FlexServ – A Ceridian Service	To file a claim for reimbursement FlexServ – FSA Claims Center P.O. Box 534055 St. Petersburg, FL 33747-4055
		Toll-Free Phone Number 1-866-300-2305
		Toll-Free Fax Number 1-888-342-5333
		To order a complete list of deductible expenses call the Internal Revenue Service 1-800-829-3676
Long-Term Disability	Metropolitan Life LTD	Mailing Address Metropolitan Life Insurance Company Oneida County Industrial Park P.O. Box 3017 Utica, NY 13504
		Member Services 1-800-300-4296
Long Term Care	Metropolitan Life	For questions concerning Long Term Care 1-800-438-6388
		Website <a href="http://bwxy12.metlife.com">http://bwxy12.metlife.com</a> <a href="http://utbattelle.metlife.com">http://utbattelle.metlife.com</a>
		The address for MetLife Long Term Care is: P.O. Box 937 Westport, CT 06880



# Contact Information (cont'd.)

Life Insurance	Metropolitan Life	Statement of Health Unit 1-800-638-6420 prompt 1
		For Life Insurance conversions information 1-877-275-6387
Savings Program	Retirement Savings Plan Committee  CitiStreet Savings Information Line	Mailing Address BWXT-Y12 c/o Director of Employee benefits P.O. Box 2009 Oak Ridge, TN 37831
		United States: 1-888-472-8348
		International: 1-617-847-1006
		TDD: 1-800-579-5708
CobraServ – Contacts	Member Services	Member Services 1-800-877-7994  CobraServ National Service Center 3201 34th Street South St. Petersburg, FL 33711
Ceridian Contacts	Direct Billing	Ceridian Contacts – Direct Billing Direct Billing for medical, dental and life insurance coverage for Retirees under age 65, Displaced Defense Workers and LTD's.
		Member Services 1-800-898-0217
		Billing Address <i>If an Invoice is included with the payment, mail invoice and check to:</i> Ceridian Benefits Services, Inc. 7738 Collection Center Drive Chicago, IL 60693
		<i>If no invoice will be mailed, please be sure to include the social security number of the member on the check. Mail the check to:</i> BWXT-Y12 Insurance Continuation P.O. Box 7482 Princeton, NJ 08543-7482
Social Security Administration	Toll-Free Number	1-800-772-1213
	Oak Ridge Office	482-6908